

**FEATURING BEST PRACTICES  
OF STATE AGENCIES AND INSTITUTIONS OF THE  
COMMONWEALTH OF VIRGINIA**

**Instructional Technology Training**

**Instructional Technology Center**

**New River Community College**  
implemented this best practice  
in 1999

*Qualifying under the  
Best Practices catalogue*

3 Provide Capabilities  
34 Develop resource capabilities  
342 Train personnel

**Best Practice Summary**  
**(how it works, how you measure it)**

In 1999, the New River Community College (NRCC) strengthened its support for instructional technology through the creation of the Instructional Technology Center (ITC), which has responsibility for faculty and staff development and training and software evaluation and testing. The ITC houses a computer training lab and six workstations with various peripheral equipment (such as video capture equipment, scanners, CD burners, and so on) for use by faculty and staff in development of teaching and presentation materials. Expertise is provided by college faculty and staff in the use of instructional technology. External providers are used only for train-the-trainer needs.

**Impact on the Process Organizational Performance (OUTCOMES)**

NRCC faculty is empowered to make effective use of technology in the classroom. The college has designed and installed 38 electronic classrooms throughout the college, putting access to multimedia sources at the instructors' fingertips. The college's Web presence has become extensive. There are more than 20 departmental pages and approximately 50 course pages. Training sessions were offered (and repeated based on demand) in 15 different technology applications, with an average attendance of 20 employees.

## **Best Practice Qualification**

Because the training program utilizes in-house expertise, training can be offered on a "just in time" basis, at a cost that is much less expensive than commercial trainers. In addition, professional development is provided both to the employee being trained and to the employee conducting the training.

## **For Additional Information**

New River Community College  
P. O. Box 1127  
Dublin, VA 24084

Alisha Taylor  
(540) 674-3600, extension 4483  
[NRTAYLA@nr.cc.va.us](mailto:NRTAYLA@nr.cc.va.us)

Jack M. Lewis  
(540) 674-3631  
[NRLEWIJ@nr.cc.va.us](mailto:NRLEWIJ@nr.cc.va.us)